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**UTILITY
PATENT APPLICATION
TRANSMITTAL**

Only for new nonprovisional applications under 37 CFR 1.53(b))

Attorney Docket No.	23689-210	Total Pages	25
First Named Inventor: Perry G. Vincent			
Title: SYSTEM AND METHOD FOR SUGGESTING INTERACTION STRATEGIES TO A CUSTOMER SERVICE REPRESENTATIVE			
Express Mail Label No.			EL529259651US

APPLICATION ELEMENTS <small>See MPEP chapter 600 concerning utility patent application contents</small>		Assistant Commissioner for Patents ADDRESSED TO: Box Patent Application Washington, DC 20231
<p>1. <input checked="" type="checkbox"/> Utility Patent Application Transmittal [Total Pages: 2]</p> <p>2. <input type="checkbox"/> Applicant(s) claim(s) small entity status, 37 C.F.R. 1.27</p> <p>3. <input checked="" type="checkbox"/> Specification, Claims and Abstract [Total Pages: 18]</p> <p>4. <input checked="" type="checkbox"/> Drawing(s) (35 USC 113) [Total Sheets: 3]</p> <p>5. Oath or Declaration [Total Pages: 2]</p> <p>a. <input checked="" type="checkbox"/> Newly executed (original or copy)</p> <p>b. <input type="checkbox"/> Copy from a prior application (37 CFR 1.63(d)) (for continuation/divisional with Box 21 completed) [Note Box 6 below]</p> <p>i. <input type="checkbox"/> DELETION OF INVENTORS Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).</p> <p>6. <input type="checkbox"/> Incorporation By Reference (useable if Box 5b is checked) The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 5b, is considered as being part of the disclosure of the accompanying application and is hereby incorporated by reference therein.</p>		<p>7. <input type="checkbox"/> Microfiche Computer Program (Appendix)</p> <p>8. <input type="checkbox"/> Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary)</p> <p>a. <input type="checkbox"/> Computer readable copy</p> <p>b. <input type="checkbox"/> Paper copy (identical to computer copy)</p> <p>c. <input type="checkbox"/> Statement verifying identity of above copies</p>
Accompanying Application Parts		
<p>9. <input checked="" type="checkbox"/> Assignment Papers (cover sheet & document(s))</p> <p>10. <input type="checkbox"/> 37 CFR 3.73(b) Statement <input type="checkbox"/> Power of attorney (when there is an assignee)</p> <p>11. <input type="checkbox"/> English Translation Document (if applicable)</p> <p>12. <input type="checkbox"/> Information Disclosure Statement (IDS/PTO-1449)</p> <p><input type="checkbox"/> Copies of Citations</p> <p>13. <input type="checkbox"/> Preliminary Amendment</p> <p>14. <input checked="" type="checkbox"/> Return Receipt Postcard (MPEP 503)</p> <p>15. <input type="checkbox"/> Certified Copy of Priority Document(s)</p> <p>16. <input type="checkbox"/> Other: _____</p>		

17. FEE CALCULATION

CLAIMS	(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) CALCULATIONS
TOTAL CLAIMS (37 CFR 1.16(c))		-20 =	0	x \$18 =	\$00.00
INDEPENDENT CLAIMS (37 CFR 1.16(b))		- 3 =	0	x \$80 =	\$00.00
MULTIPLE DEPENDENT CLAIMS (if applicable) (37 CFR 1.16(d))			+ \$_____ =	\$_____	
			BASIC FEE (37 CFR 1.16(a))	\$710.00	
		Total of above Calculations =		\$00.00	
			Assignment Recordation Fee =	\$40.00	
			TOTAL =	\$750.00	

18. Please charge Deposit Account No. 04-1133 in the amount of \$ _____.

19. A check in the amount of \$750.00 is enclosed.

20. The Commissioner is hereby authorized to credit overpayments or charge the following fees to Deposit Account No. 04-1133:

- a. Fees required under 37 CFR 1.16
- b. Fees required under 37 CFR 1.17.
- c. Fees required under 37 CFR 1.18.

21. If a **CONTINUING APPLICATION**, check appropriate box and supply the requisite information:
□ Continuation □ Divisional □ Continuation-in-part (CIP) of prior application No. _____ / _____, filed _____.

22. CORRESPONDENCE ADDRESS

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CERTIFICATE OF EXPRESS MAILING

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Date of Deposit: December 28, 2000

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Box Patent Application; Assistant Commissioner for Patents; Washington, DC 20231.

Angela M. Darrow

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